

A Well Planned Community

Safest City in the Area

Strong Local Economy

Responsible City Government

Mobility for People

City of Sugar Land

FALL 2003



Fire Station 6 Grand Opening



WHAT'S INSIDE

Park Safety 3

Call Boxes
Installed
at Oyster Creek

Crime Down 3

Statistics Show
Crime Decrease
in Sugar Land

Haz-mat Initiative 6

SLFD Leads
Regional Efforts

Budget Reflects City Priorities

The City Council worked together in Council strategic planning and public budget workshops to identify and fund the services and priorities for the budget year Oct. 1, 2003, through Sept. 30, 2004. The result of these efforts culminated in the City Council approving a \$100.2 million budget in September 2003, which included funding \$18.5 million for the City's capital improvement program and identifying a strategic plan consisting of the City's long-range financial plan and policy and management projects.

While funding current services, the budget also beefs up priority core services, primarily in public safety and communication; funds mandates; and meets all reserve and bond coverage requirements. The budget provides funding for pay-as-you-go capital improvements.

The adopted 2003 ad valorem tax rate of 32.84 cents is allocated between debt service (21.252 cents) and operations and maintenance (11.588 cents). The debt component of the tax rate has been reduced 1.227 cents and the operating component increased 1.181 cents, for a net reduction of .046 cents. The reallocation of the tax rate to operations satisfies two needs:

- It helps to fund basic services and reduces the City's reliance on sales tax to fund operations.
- It funds key enhancements to fulfill needs in core service areas.

Operating increases are seen in personnel and benefits costs, as well as the addition of positions for enhanced public safety.

The budget also includes a solid waste user fee increase due to a new five-year contract and a water/wastewater revenue increase in the spring in order to fund operations, debt service, capital improvements and bond coverage requirements.

FY 2003-2004 BUDGET ENHANCEMENTS

The following budget enhancements address safety, citizen communication and planning for the future:

- **Police Staffing:** The reallocation of four current positions and the addition of five new positions for civilian and supervisory support will put more officers on the street.
- **Emergency Medical Services:** All fire apparatus will now be manned with EMT Intermediate personnel, to provide for limited advanced life support intervention, such as intubations and administration of medication.
- **Connectivity to the Community:** Expanded capabilities of the citizen line for residents to call in questions or concerns, startup of "Sugar Land 101"/Citizen University program and access to municipal channel are planned for next spring.
- **Interoperability:** An upgraded public safety communications system used by multiple departments, agencies and jurisdictions will enhance communication compatibility for key City functions (Fire, Police and Public Works) and improve communication with other entities/agencies across region.





Dear Residents,

Relatively recent media coverage focused on the City of Sugar Land Police Department has highlighted some of the challenges facing our City. At this time, it is absolutely imperative that the tradition of partnership between the community and our Police Department be reaffirmed and strengthened and turn these challenges into opportunities.

Crime statistics show decreased crime in major categories over the past year (see page 3). However, community expectations remain high as evidenced by the City's goal to have the safest city in the area. Statistics are not enough...residents need to feel safe as well. This is a significant challenge to the department in a changing environment.

With the population approaching 70,000 residents, the department has grown to 109 officers and 146 total employees. It is less feasible for citizens to know every officer by name. Talk to life long Sugar Land residents and they describe a time when police officers were greeted by citizens carrying home-baked cookies as they patrolled. Partnership was the essence of those times and that is something that does not have to change. The Police Department and the community are in this together and success will only be achieved by working hand-in-hand to accomplish our safe city goal.

Several initiatives are underway to strengthen this partnership philosophy. We had a head start this summer with the expansion of the crime prevention program from one to four officers. These officers handle sections of the city and are active with homeowner associations in education and information on criminal activity in their neighborhoods. They each have developed information on the City's Web site pertinent to the subdivisions that they cover. I am pleased with initial results of this program and want to build on its philosophy to deter crime in our neighborhoods.

In October, City Council created the Mayor's Citizen Advisory Council and appointed seven residents to its steering committee: Chairman Don Olson, Harvinder Arora, Manny Reyes, Debra Ross, Lewis "Chip" Smith III, Mary Beth Trevino and Bridget Yeung. They are leading a process that will recommend improvements to the police department's relationship with the community.

These individuals are co-chairing three subcommittees comprised of 35 other citizens, including five teens. These 42 citizens are providing input on the profile needed for the new police chief, reviewing the department's complaint process and making recommendations on improving relations with the community. I look forward to their final report to City Council at the end of December.

Additional initiatives include a management review (planned for the spring time frame) to ensure that departmental resources are organized to achieve the greatest benefit for the community. Additionally, several new positions are being added to the department designed to increase the time officers are on patrol in the community. The City has also moved forward in recruiting a new police chief. A search of this magnitude takes time and we anticipate we will have a new police chief in place by mid-year 2004.

I cannot overstate my respect and support for the men and women of the Sugar Land Police Department. City leadership is committed to ensuring an environment where they can do their professional duties with the full confidence of the community and management. This can only be achieved by strengthening the partnership between the community and the department. Initiatives such as the crime prevention program and the Mayor's Advisory Council will further this objective.

Sincerely,

Allen Bogard
City Manager

CITY COUNCIL

David G. Wallace
Mayor

James A. Thompson
Mayor Pro-Tem, At-Large Position One

Daniel O. Wong
At-Large Position Two

Dennis C. Parmer
Single Member District One

Cyril Hosley
Single Member District Two

Russell C. Jones
Single Member District Three

Michael S. Schiff
Single Member District Four

CITY MANAGEMENT

Allen Bogard
City Manager

David Ellison
Assistant City Manager/Public Safety

Paul Hofmann
Assistant City Manager/Community Services

COMMUNITY ACTION CENTER

A resource for citizens who do not know where or whom to call, Community Action Center provides high quality customer service for Sugar Land residents and visitors. Inquiries, complaints, compliments and requests may be directed to 281/ASK-CITY (275-2489).

Crime Down in Sugar Land

Part I crimes and vehicle accidents are down for the first nine months of 2003, compared to the same time period one year ago.

Part I crimes have dropped from a January through September 2002 figure of 23.8 per 1,000 population to 20.1 per 1,000 population for the 2003 timeframe for January through September.

This 14.7 percent decrease appears to mirror a similar trend across the nation. Part 1 crimes are returning to levels reported in 2000 and 2001.

Part of the decrease might also be explained in the fact that the department arrested a number of suspects for burglary of motor vehicles,

as well as other types of burglaries.

Major accidents are down 4 percent, and minor accidents are down 15 percent comparing the first three quarters of this year to the same period in 2002. Part of the decrease appears to be the completion of road construction on U.S. Highway 59, allowing a smoother flow of traffic.

The patrol division continued to achieve a three minute 19 second response time to priority one calls, defined as those with an imminent threat to life and/or potentially severe property loss.

Total police activities dispatched from the Sugar Land Police Department's communication section during January to September 2002 totaled 56,327.

During this same time period in 2003, 60,916 police activities were dispatched.

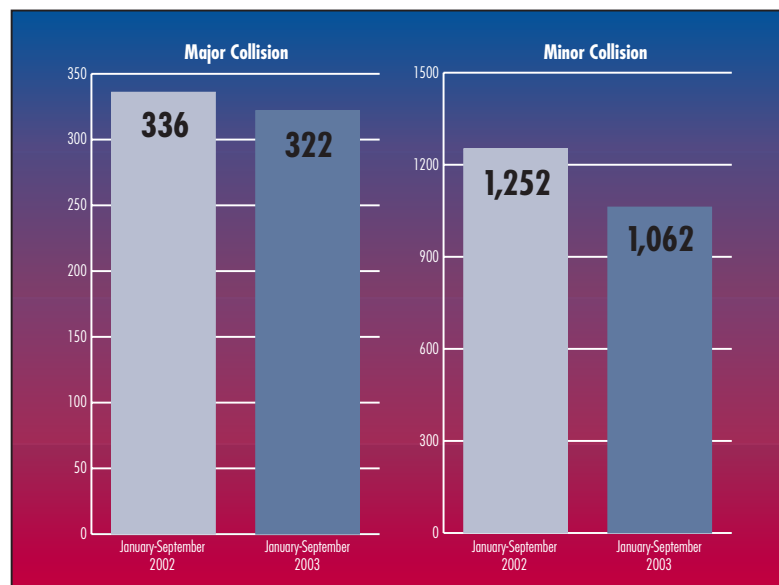
This increase is partially due to a rise in citizens using cell phones to report incidents such as reckless drivers and the introduction of mobile data computers in squad cars, which allows officers to initiate more "on-view" calls.

PART 1 CRIMES

(JANUARY-SEPTEMBER 2002/2003)

OFFENSE	2002	2003	PERCENT DECREASE
HOMICIDE	2*	1	-50%
SEXUAL ASSAULT	9	4	-55.6%
ROBBERY	47	31	-34%
AGGRAVATED ASSAULT	89	69	-22.5%
BURGLARY	205	185	-9.8%
THEFT	1103	945	-14.3%
AUTO THEFT	86	80	-7%
TOTAL	1,541	1,315	-14.7%

* One case of vehicular manslaughter.



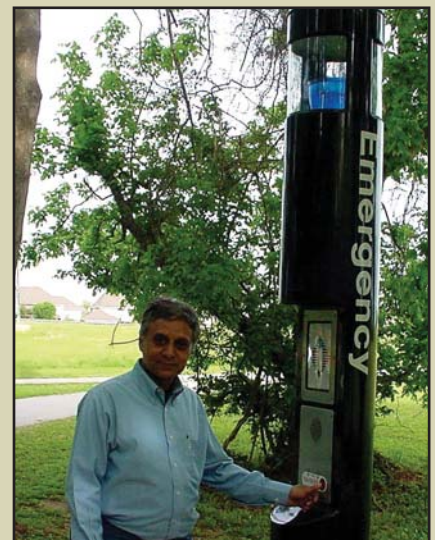
EMERGENCY CALL BOXES ENHANCE PARK SAFETY

When you have an emergency, see a crime occurring or are just feeling ill, you can push a button on a speakerphone located on an emergency call box in Oyster Creek Park, and help is on its way.

Five emergency call boxes have been installed along the trail in Oyster Creek Park. Simply push a button on the speakerphone, and you're connected with Sugar Land police dispatchers. They instantly know where the caller is and can quickly send a police officer, firefighter and/or emergency medical technician. Additionally, a rotating light located on top of the call box is activated to indicate a call has been made.

"The emergency call boxes are another way our City is helping to keep our parks safe from crime," said interim Sugar Land Police Chief Stuart Denton. "The boxes are intended to provide our citizens with quick access to emergency services."

This type of call box equipment and system is also used throughout the Texas Medical Center, Rice University and the University of Houston System.



LIFE FLIGHT ESTABLISHES BASE IN SUGAR LAND

Hermann Hospital Life Flight has targeted Sugar Land Regional Airport as a base of operations, a decision that's expected to reduce response time within Fort Bend County by 10 to 15 minutes.

Plans for the air-ambulance operation include a permanent facility with a small helicopter pad on the west side of the airport. The decision to fly out of Sugar Land is based on a successful 90-day trial that began July 22. During this period, Life Flight responded to emergency calls around the clock from Sugar Land Regional Airport.

"We have found Life Flight to be an invaluable

resource to our community," said Aviation Director Phil Savko. "Weather permitting, this helicopter ambulance responds to emergency medical requests 24 hours a day, 365 days a year."

Life Flight was established by Dr. James "Red" Duke in 1976 as the first civilian air ambulance service in Texas. Life Flight's German-made BK 117's can cruise up to 150 miles per hour and respond to calls within a 150-mile radius, with each helicopter carrying a pilot, paramedic, flight nurse and room for two patients. To date, Life Flight has flown nearly 70,000 missions. Memorial Hermann relies on community support and

fund-raising efforts to pay for the service, which receives no tax dollar support.

Sugar Land Regional Airport is a self-supporting operation serving the needs of corporate aviation, as well as general aviation.



Capital Improvement Program

The 2003-2004 capital improvement program totals \$18.5 million with \$8.3 million or 45 percent allocated to water and wastewater improvements and \$5.3 million or 29 percent to street improvements. These are primarily funded through sales tax, issuance of debt, utility and airport revenues and developer fees. Major projects include:

- **U.S. Highway 59 Widening Phase II:**

The Texas Department of Transportation (TxDOT) is currently designing its expansion of U.S. 59 from State Highway 6 to the Grand Parkway. Construction bidding is expected in the summer of 2004. Sugar Land will fund upgrades and other needs, including ornamental traffic signals at interchanges, continuous ornamental rail to allow for landscaping between frontage roads and main lanes, relocation of City utilities, and the City's share of right-of-way costs and private utility relocations.

- **Imperial Park Phase II:** The focus of this phase will be the renovation of the older five fields, construction of a concession/restroom facility and installation of additional parking to increase capacity to 300 cars. For the fields, a completely new lighting system will be installed, as well as backstops, dugouts, bleachers, drainage, etc. Construction is anticipated to begin by spring 2004.

- **South Water System Water Plant #3 and Water Well #7:**

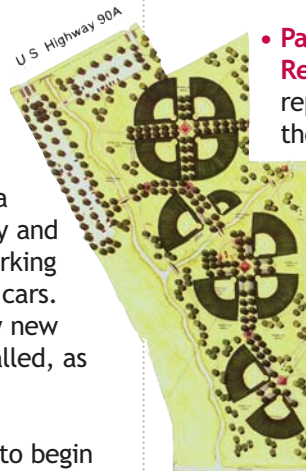
Additional capacity will be needed in the southern portion of the City service area by 2004 to meet increased system demands. Locating a third water plant in the southeast area of the City will provide the best point of delivery for the proposed Riverstone Development and will service development in FB MUD 113 and the southern portion of the proposed Newland Communities development. These developments will share in the cost of the plant, as they are located outside of the city but within an area eligible for annexation in the future.

- **Ground Storage Tank Replacement:**

Total replacement will occur at the South System Water Plant No. 1, while rehabilitation of ground storage tanks will occur at the Woodchester and Lakeview Water Plants.

- **Pavement/Sidewalk Replacement:**

Sidewalk repairs will occur throughout the City. Street pavement rehabilitation will be conducted on the highest priority sections of the City's 206 lane miles of arterials, 86 lane miles of major collectors, 89 lane miles of minor collectors and 415 lane miles of residential streets.



OPEN HOUSE TOURS AND FESTIVITIES OCCURRED THROUGHOUT THE DAY.



Fire Station #6 Opens

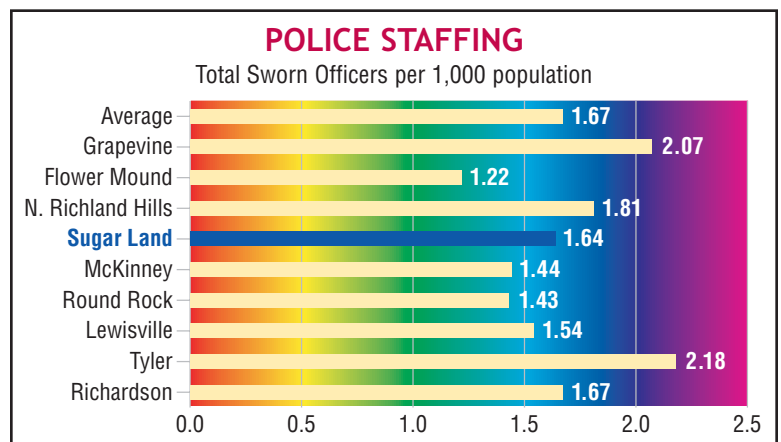
The recent opening of Fire Station #6 will improve response times within the City, as well as areas that contract for fire service outside of Sugar Land. Fire Station #6 is located in Greatwood, an area outside of Sugar Land's city limits. Funded by Greatwood-area municipal utility districts, the station is the result of a community partnership that Sugar Land hopes to build on in the future as other residential areas develop in the city's extraterritorial jurisdiction.

Safe City Goal Benefits from Police Reallocation

As part of a plan to beef up public safety, the 2003-2004 budget adds five positions and reallocates four existing positions at the Sugar Land Police Department.

The nine positions include a training/personnel officer, detective, systems operator, telecommunications officer shift supervisor, three detention officers, patrol sergeant and patrol officer. The new positions are offset by the reallocation of four existing positions. An evaluation of services prompted the reallocation, with significant emphasis given to growing demands on the department. The new positions build on five added last year.

The personnel initiative helps the police department meet growing urban types of challenges and strengthens support of officers on the street in the areas of supervision, training and technology. The multi-year plan also increases emphasis on crime prevention. Last year's additional personnel added crime prevention officers to every police beat in Sugar Land.



FIRE DEPARTMENT EXPANDS EMT-I PROGRAM

When a heart attack strikes, "time is muscle." According to the American Heart Association, people are more likely to survive sudden cardiac arrest if they receive early medical attention, cardiopulmonary resuscitation (CPR), early defibrillation and advanced care. The seconds that can make the difference between life or death were key in the Sugar Land Fire Department's decision to expand the EMT-I program.

Currently 24 of Sugar Land's 96 firefighters are trained to the EMT - Intermediate and Paramedic levels. Eighteen of the 24 personnel are needed to staff Sugar Land's six stations with one EMT-I firefighter per shift. The remaining six firefighters will be used to cover vacations, holidays and unscheduled absences. This plan utilizes existing resources, but more importantly, it makes advanced lifesaving services more accessible to the community with an incremental increase in the Fire Department's base budget.

Sugar Land has historically relied on Fort Bend County Emergency Medical Services, whose response can be more than 10 minutes, to provide Advanced Life

Support service (ALS). Because the Sugar Land Fire Department's vehicles are more numerous and more dispersed throughout the City than the county ambulances, they had an average response time of approximately five minutes for EMS calls in 2002. Expansion of the EMT-I program is expected to further improve the delivery of advanced lifesaving services.

In April 2001, SLFD implemented an EMT-I pilot program for firefighters assigned to its Squad vehicle, a 1.5-ton emergency response vehicle that was designed to respond to non-fire-related calls. Under the guidance of Sugar Land's medical director Dr. Joe Anzaldua, firefighters in the program have received advanced training recognized by the Texas Department of Health to the EMT-Intermediate and EMT-Paramedic level. All other Sugar Land firefighters are certified EMT-basic, allowing them



to administer oxygen, apply bandages/splinters and conduct emergency defibrillation.

The reassignment of the Squad to hazardous materials response provides an opportunity to expand the EMT-I program to all City fire vehicles.

HAZARDOUS MATERIALS RESPONSE TEAM TO ENHANCE PUBLIC SAFETY

Spearheaded by the Sugar Land Fire Department (SLFD) and funded by a Texas Domestic Preparedness Assessment grant, county fire chiefs are working to combine Fort Bend's resources to improve regional response time and to create a county hazardous materials (haz-mat) team that would be available for major incidents seven days a week, 24 hours a day, 365 days a year.



A departmental reorganization also is enabling Sugar Land to focus additional resources on hazardous materials response.

SLFD currently has 30 firefighters trained as haz-mat technicians. Like many suburban departments, Sugar Land has limited capabilities, such as identifying materials, containing spills, stopping leaks and, to some extent, the rescue of trapped victims. To address this need, the department has reassigned the Squad, a 1.5-ton emergency response vehicle, to respond solely to hazardous materials incidents.

In 2001, SLFD placed the Squad in service to respond to emergency medical response, motor vehicle accidents, non-emergency service calls and hazardous materials spills. The idea was to prolong the life of larger engines, but response statistics have not supported the intended goal, according to Fire Chief Dannie Smith.

"The number of hazardous materials response calls in Sugar Land doesn't merit 24-hour staffing of a haz-mat vehicle," says Smith. "Therefore, the Squad will be assigned to a station staffed on all shifts with hazardous materials technicians. If there is a haz-mat incident, a unit will be available for immediate response."

Building on SLFD's plan to reassign the Squad to haz-mat duties, the department has been involved in the countywide effort that has resulted in the purchase of \$60,000 in haz-mat equipment.



SLFD Update: New Equipment Targets Service Delivery



Self-Contained Breathing Apparatus

The Sugar Land Fire Department (SLFD) has replaced its entire inventory of self-contained breathing apparatus (SCBA), a critical piece of life safety equipment used by all firefighters entering an area with contaminated air. Quality and customer service prompted the department to switch from its previous manufacturer to a product made by Scott. The new Scott SCBAs are used by all but one agency in SLFD's mutual aid network, which is critical because firefighters are trained to share equipment when problems arise during emergencies. SCBAs previously used by SLFD firefighters were not compatible with the Scott air packs used by surrounding fire departments.

Fire Trucks

SLFD has placed in service two 2003 Crimson pumper trucks, one of which is stationed at the newly opened Fire Station #6 in Greatwood. The second truck has been assigned to Station #3 to replace an older truck, which will be utilized as a reserve unit. SLFD's fleet is comprised mostly of Pierce vehicles, but Sugar Land saved approximately \$25,000 with the Crimson pumpers without sacrificing quality. Crimson, a relatively new name in the fire apparatus market, is the product of veteran companies in the fire-manufacturing sector—Quality and Luverne.

Thermal Imaging Cameras

SLFD recently placed in service three additional thermal imaging cameras, which were purchased with a federal matching grant. The cameras change thermal energy, rather than light, into images, allowing firefighters to "see" through smoke and even some building components. This is advantageous in searching for fire victims and seeking fire hidden in walls and attics. One additional camera is needed. Private sector/grant funding has been the primary source for acquiring the cameras.



PICTURED WITH ENGINE 3 IS SUGAR LAND FIREFIGHTER CLINT CROSS. LIKE EVERY OTHER FIREFIGHTER IN THE CITY, HE RECENTLY RECEIVED A NEW SELF CONTAINED BREATHING APPARATUS MANUFACTURED BY SCOTT.

Interoperability

Sugar Land's fiscal year 2003-2004 budget funds an upgrade that enhances communication compatibility between fire, police and public works. The upgrade also enhances communications between key City functions and other entities and agencies across the region, ensuring first responders are able to directly communicate to each other when responding to an emergency event. The enhancement entails upgrading current radios, tower infrastructure and consoles and purchasing additional "Smart Zone" radios.

Newland Agreement Offers Development Consistent with Local Standards

City Council's approval on Oct. 7 of a General Land Plan and Development Agreement for Newland Communities allows the developer to proceed with a 2,000-acre, master-planned community that will include residential, commercial, office and targeted research and development components.

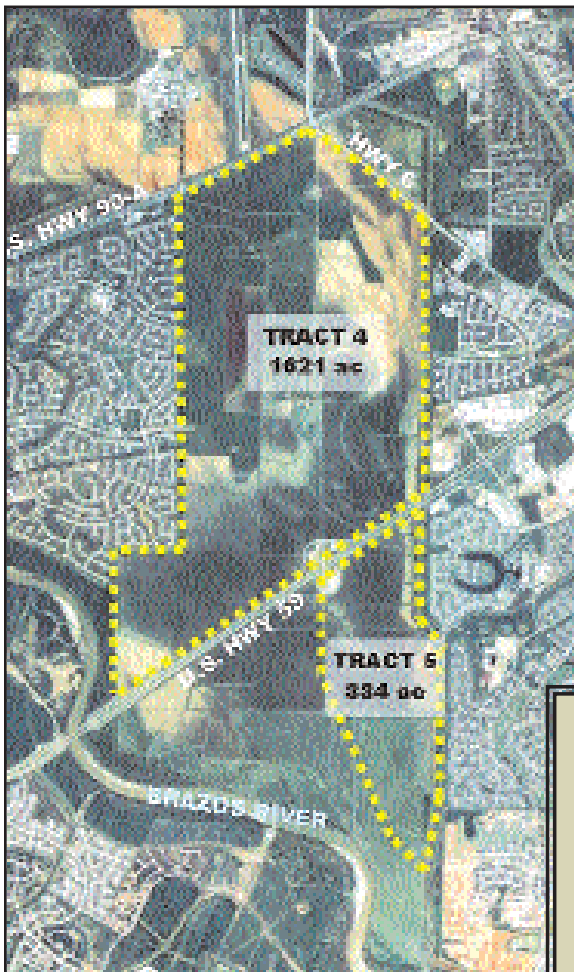
The development will be located along the west side of First Colony, extending southward from State Highway 90A to the south side of U.S.

Highway 59. Known as Fort Bend County Tracts 4 and 5, the acreage is currently in Sugar Land's extra-territorial jurisdiction, the City's annexation-eligible area.

Because the property is not located in Sugar Land's corporate limits, the City does not have the legal authority to regulate land use through zoning. The General Land Use Plan and Development Agreement assumes Newland will be annexed in the future and provides land-use

restrictions and maximum densities that would otherwise be unregulated. Newland Communities is required to request annexation prior to development of the property.

The development will feature a traditional Village Center neighborhood concept consisting of mixed-use residential and commercial developments. Plans are to incorporate the historic 1939 Central State Prison building into the Village Center.



Development Agreement Highlights:

- 150 acres of public and private parks and recreation areas.
- Allows further implementation of the City's Thoroughfare Plan, with the phased construction of University Boulevard from U.S. 59 to State Highway 6.
- A 95-acre proposed research and development area for further implementation of the City's economic development program.

For more information, call the Sugar Land Development Services Department at (281) 275-2818, or view the plan on the City's Web site at www.sugarlandtx.gov.

Town Square Progress

Event Highlights:

- **Grand Opening:** Fort Bend County's first four-star hotel and conference center opened Oct. 1.
- **Statue Unveiling:** An unveiling ceremony for a life-sized sculpture of Stephen F. Austin was held Nov. 13 in the plaza.
- **Holiday Lighting:** Sugar Land's inaugural holiday lighting occurred Dec. 3 in the 1.2-acre plaza, a feature of Town Square that contains shade trees, benches and a grassy gathering area that will facilitate events throughout the year.

Town Square:

- Parking meters are planned to be functioning by December.
- Construction has begun on 167 mid-rise residential units. The development consists of three floors of residential units topping a one-story, 27,536-square-foot retail shell.
- Construction continues on City Hall.

Now Open:

- Bombay/BombayKIDS combo store
- Café Express restaurant
- Jamba Juice for smoothies and juices
- Charter Title Company Fort Bend
- Houstonian Lite

Open Soon:

- Japaneiro's Sushi Bistro & Latin Grill
- P.F. Chang's China Bistro
- Deerwood Homes



City of Sugar Land
PO Box 110
Sugar Land, TX 77487-0110

PRST STD.
US POSTAGE
PAID
SUGAR LAND, TX
Permit No. 8

*During the holiday
season, be sure and
shop Sugar Land.*

Postal Customer